

Westgate Surgery

Patient Group
Notes from meeting held on
26th April 2022
At URC Christ Church, Church Hall

Attendance

25 members of the public/patients attended the meeting.

Nicky Skeats Practice Manager

Angela Knight Chair of Surgery Patient Group

Michelle Humphries Social Prescriber

Sally Thomas Deputy Manager (Customer Care)

Sandra Lawrence Deputy Manager (Quality and Finance)

1. Welcome & Introductions:

Dr Vishwanathan introduced the meeting and thanked everyone for the support in attending and spoke about how much the doctors valued the input from patients on the work of the surgery. He then introduced Nicky Skeats (NS) who he advised would be presenting a report on the work of the practice over the last two years during covid

Nicky Skeats (NS) outlined the plan for the afternoon and spoke of the following items

- She thanked members of the previous patient group and the previous chairperson. The group had last met in 2020 as it had been difficult to meet in person during covid and the use of technology had not been possible. She was pleased that this was being put right now and the patient focus group could meet once again
- She expressed the surgeries thanks for the support that patients had given Dr Leire on his recent bereavement.
- Data Compromise - She apologised for an error when sending out the agenda for the meeting to patients when the use of blind copy was not done and patients saw each other's e-mails. She advised that this had been reported to the information commissioner and the staff had had undertaken further training in managing e mails

2. Report to Patient Group on work during covid

Nicky Skeats Practice Manager

Nicky presented the report to patients and outlined the work that the practice had done over the last two years managing patients and responding to covid.

The following points were reviewed from the report

Social Prescribing - Michelle described her role as a social prescriber and the help that she has given patients who need additional support with non-medical problems. She continues to hold appointments each week to talk or meet patients

Extended Hours- the feeling of the group was that the early morning appointments were popular for blood tests and for those that worked. Appointments at QEQM for routine care at the weekend were not well used and it was felt that most patients wanted to see their normal doctor but these may be useful for those who are not able to attend during the working week.

Patient survey will need to be carried out by the PCN as this is a government directive. Nicky asked the group to consider if there were areas of inequality that the group felt should be addressed as addressing inequality was the request of the government. In response to questions about why the practice was not able to identify inequalities, Nicky advised that this is more about access to services and she asked for the group to think about whether there were groups that are marginalized that the surgery may be unaware of such as those with some disabilities characteristics that may make them more isolated.

Nicky then went onto introduce Angela Knight who had agreed to be the Chairperson of the patient group

3. Patient Engagement

Angela Knight addressed the group

5. Questions and Answers

Q- Will the practice return to working like it did before covid?

A – It is unlikely that any surgery will ever work like before covid again. The government is keen to see us all use more technology so increases to on line booking, continued use of phone consultation as they are very popular for most things, use of electronic record and patients seeing their own results and letters through patient Access

Q – It seems that if more patients used on line appointments this would free up phone calls, what appointments can be booked on line?

A- Nicky advised that the following appointments can be booked on line

- GP telephone appointments
- Blood tests
- Smears
- NHS Health checks if invited
- Social prescribing

Encouraged patient to complete the form and join the revitalised group to help the practice navigate the future

Dates for next meetings: - Tuesday 24th May – United Reform Church Small Hall